

FULL TIME POSITION: DIRECTOR, NYC SBS PTAC/VENDOR SERVICES

Agency Description:

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York's small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

Job Description:

Division of Economic & Financial Opportunity (DEFO)

The Division of Economic & Financial Opportunity (DEFO) is responsible for encouraging a competitive and diverse New York City business environment by promoting the growth and success of minority-owned, women-owned, and other small businesses looking to grow through government contracting. New York City's Minority- and Women-owned Business Enterprise (M/WBE) program is designed to help these historically underserved groups become more competitive and ensure their meaningful participation in the government procurement process. DEFO also manages a federally-funded Procurement Technical Assistance Center (PTAC).

Vendor Services Unit

The Vendor Services Unit within DEFO helps small businesses in New York City gain useful certifications; register and search to find government contracting opportunities; compete to win contracts; and perform contracted services successfully. These services are provided free of charge to all small businesses that seek them, using a flexible combination of classroom training and specialized one-on-one assistance..

SBS is seeking an Director of Procurement Technical Assistance Center (PTAC)/ Vendor Services to manage a team of staff and consultants in providing high quality customer service and effective, targeted assistance to a growing portfolio of small business clients.

Specific responsibilities include:

- Work with Vendor Service Representatives to advise clients on registration and certification processes needed to do business with government
- Ensure clients are directed to and matched with the best sources of contracting opportunities, within DEFO, the broader agency, the Business Solutions Centers and with partner organizations
- Manage the PTAC contract, including producing annual performance targets, and tracking progress against those targets
- Work with SBS' Fiscal Department to manage PTAC audits and financial reports
- Submit quarterly progress reports to the Department of Defense (DOD), Defense Contract Management Agency (DCMA) and Association of Procurement Technical Assistance Centers (APTAC)
- Oversee PTAC education and training services, including Selling to Government, other procurement related courses and one-on-one technical assistance
- Develop and manage standard operating procedures and training materials to ensure consistent, effective service delivery
- Create, develop and organize high-quality documentation/reports that show program successes and outcomes
- Develop strategies to acquire small business clients, including using traditional and web based communications tools, such as social media and email marketing campaigns

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

- Other duties as assigned

Preferred Skills:

- Experience working in a customer service team (min. two years in a team leader position)
- Excellent organizational skills with the outstanding aptitude to multitask and quickly resolve issues
- Strong attention to operational details and the ability to document step-by-step processes
- Excellent communication and interpersonal skills
- Solid knowledge of government procurement processes is highly desirable but not required
- Proficiency with MS Word, Excel, PowerPoint, Visio, Project and Outlook, including the ability to deliver flow charts, process flows and create presentations
- Able to work both independently and collaboratively in a team environment
- Exceptional writing skills

Qualifications:

1. A master's degree is desirable from an accredited college in business or public administration, management science, operations research, organizational behavior, urban studies, or related field.
 2. Must have a baccalaureate degree from an accredited college and one and a half years of full-time satisfactory experience in one or more of the following: strategic planning, change management, statistical analysis, legal or public policy oversight/regulation
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How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: Director, **PTAC/Vendor Services** to: careers@sbs.nyc.gov

Salary range for this position is: Commensurate with experience

NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment (does not apply to all positions)

If you do not have access to email, mail your cover letter & resume to:
NYC Department of Small Business Services
Human Resources Unit
110 William Street
New York, New York 10038